# 3 FAM 1330
# CUSTOMER TREATMENT

*(CT:PER-678; 06-22-2012)*
*(Office of Origin: HR/EX)*

## 3 FAM 1331 AUTHORITY

*(TL:PER-292; 9-15-95)*
*(State Only)*
*(Applies to Civil Service and Foreign Service Employees)*

Executive Order 12862

## 3 FAM 1332 POLICY

*(TL:PER-292; 9-15-95)*
*(State Only)*
*(Applies to Civil Service and Foreign Service Employees)*

The treatment of our customers is an important aspect of how we are perceived as an agency. Because people will generally treat each other the way they are treated, good customer service must begin with the way we interact with each other. It is the policy of the Department that our employees must treat each other, as well as our external customers, with proper respect and courtesy at all times. (See also 3 FAM 1212.)

## 3 FAM 1333 THROUGH 1339 UNASSIGNED